



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, May 7, 2014

Member Attendance: James Beaubeaux, San Diego County Medical Society; Joe Diaz, California Association of Health Facilities; California Association of Health Care Kim Fritz, Care1st; Karis Grounds, 2-1-1 San Diego; Walter Hekimian, Edgemoor; Pam Hoye, Dual Eligible Consumer; Kim Huynh, Harbage Consulting; Maria Iriarte, Disability Rights California; Molly Kintz, Loving Care Adult Day Health Care; Greg Knoll, Consumer Center for Health Education and Advocacy; Jenel Lim, Aging and Independence Services (AIS); Rogelio Lopez, Health Net; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Lourdes, Ramirez, AIS and ADRC; Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Supportive Services (IHSS) Public Authority; George Scolari, Community Health Group (CHG); Mark Sellers, AIS In-Home Support Services and MSSP; and Ann Thompson, Kaiser Permanente.

Guest Attendance: Paul Greenwood, San Diego District Attorney; Terrance Henson, Molina Healthcare; Amy Morrison, Care1st; and Lauren Quinlan, Healthy San Diego.

Welcome and Introductions

Review and Approval of the April 2, 2014 Meeting Minutes

- The April 2, 2014 meeting minutes were approved as written.

Additions to the Agenda

- District Attorney's Office Elder Abuse Unit Overview
 - A new 12 month initiative has started with focus on prosecuting Board and Care and Skilled Nursing facility criminal activities.
 - Investigation of criminal activities will start immediately after being reported.
 - Paul Greenwood is the Deputy District Attorney heading up the Unit (Paul.greenwood@sdcdca.org, phone: 619-531-3464).
 - The Unit will start with two staff members and will grow to seven.
- CAHF Representative Joe Diaz has been added to the Coordinated Care Initiative (CCI)/ Cal MediConnect Committee.
- Consumer Feedback Update
 - Ombudsman
 - There were 1,060 Cal MediConnect calls to the Ombudsman in April.
 - From April 28th to May 2nd there were 478 calls to the Ombudsman. The average call wait time was 12 seconds. The average call length was 7:19.
 - 121 of those calls were referred out to the Ombudsman partners in other Counties.
 - Cal MediConnect calls to the Health Consumer Alliance (HCA) have also increased.
 - 70% of the Ombudsman calls are for more details on the Cal MediConnect program, Network Adequacy calls doubled from 2% to 4%, and calls concerning enrollment increased from 4% to 12%.
 - Jenel Lim will print out a copy of the Dashboard for discussion at future meetings.

- Health Plans are researching the State's default enrollment process.
- 2-1-1
 - Has seen no change in call volume compared to last month.
- Center for Health Care Strategies
 - They are hosting a conference (through the support of the SCAN Foundation) at the US Grant hotel on May 20th from 8:30am to 3:30pm. The title of the conference is "Care Coordination: Leveraging Health Plan and Long Term Services and Supports Provider Relationships Under Cal MediConnect" and local Health Plan representatives will be speaking on the conference panels.

Harbage Consulting Update

- The Cal Duals Dashboard gives a snapshot of enrollment and opt out data for each County and is being updated each month.
- Harbage is in the process of creating more fact sheets.
- Harbage is finding some difficulty is reaching consumers due to "gatekeeper" community organizations.
- Harbage is organizing monthly meetings at UVW. The meeting information will be forwarded from Jenel Lim to Bud Sayles for inclusion in the In Home Health Services and Supports (IHSS) newsletter. The newsletter will be sent out soon.
- Last week a meeting was held at the Medical Society offices to clarify details on the Cal MediConnect program. Positive feedback was received from attendees.

Rollout Update from San Mateo

- The committee reviewed the San Mateo Rollout report.
- The report noted concerns with consistent communication to consumers.
- There has been a low call volume to the Ombudsman from San Mateo consumers.

CAHF (California Association of Health Facilities) Conference Update

- The latest CAHF Conference on April 22, 2014 went well.
- All event evaluations showed a 95 to 100% satisfaction rate.
- Healthy San Diego (HSD) is in the process of organizing a monthly conference call between the Skilled Nursing Facility's (SNFs) and the Medi-Cal Managed Health Care Plans.
- There are currently 9,000 patients in SNFs in San Diego County who will be transitioning to the Health Plans.
- The Ramona CBAS location has closed. Most from that location are being transferred to the Poway Adult Day Health Care center. The next CBAS conference call is scheduled for June.

Healthy San Diego Behavioral Health Work Group Meeting Update

- The next Behavioral Health workgroup meeting is tomorrow, May 8th.
- The workgroup organized an additional meeting for behavioral health providers last week to discuss services and issues related to Cal MediConnect.
- The annual National Alliance on Mental Illness (NAMI) walk was a success. The HSD CalDuals flyer was passed out at the walk.
- Carol Neidenberg is to be named Behavioral Health Person of the Year.

Communication Workgroup Update

- The Pharmacy Outreach flyer went out with the request to forward the information on to pharmacists behind the counters.
- Extra program flyers will be distributed to regional libraries.
- The Robocall script is currently being drafted and will include the most common FAQs. The draft will be forward to the Communication workgroup for review this week. The workgroup is also gathering service quotes from vendors.

IHSS P&P Approval

- IHSS P&P workgroup will meet to edit the drafted P&P document to remove all references to regulations and it will then be sent out to the committee for review.

Miscellaneous Updates and Announcements

- None

Suggested June Meeting Agenda Items

- CBAS Conference Call Update
- HICAP, 2-1-1, and Ombudsman Update
- SNF Workgroup Update

Next Meeting

The next meeting will be held on June 4, 2014 from 9:30am-11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Harvest Pepper